

4 Results

4.1 Stakeholders, Needs & Issues By County

This section of the document contains the results from the information-gathering process within each county. **Important Note:** In many of the meetings held in individual counties, there were issues brought up which are not consortium issues, or issues that can or should be addressed at the consortium level. These concerns have all been documented in the meeting minutes from those meetings (which all appear in an appendix to this document), but they may not be repeated or documented in this section. The concentration in this document was on items relevant to and addressable by the consortium.

Appendix D – Radio Inventory Summary contains a detailed listing of the radio inventories of those agencies who answered questionnaires. If questionnaires were not answered, there may not be an entry for those agencies. The one notable exception is Fallon County, where Chuck Lee sent the Project Manager a good deal of information about radios in that county.

4.1.7 Fallon County

County Representative: Sam Thielen, County DES Coordinator, 406-778-3233

Number Of County Stakeholder Questionnaires Returned: 1

Number Of County Agencies Represented By Questionnaires: 1

4.1.7.1 County Stakeholder Interactions

The following matrix details the major stakeholders in the county and how they interact with each other.

[illegible]

Figure 13 – Communication Interactions, Fallon County

4.1.7.2 Questionnaire Results

Fallon County DES

Date of Interview or Survey Completion:

07/25/2005

Location of Agency:

Baker, MT

Person Present And Agencies/Entities Represented:

*Sam Thielen
DES Coordinator*

Questions

1. Number of Channels? Simplex or Duplex?

140 Channels

2. List the frequencies your agency currently uses and how each is used.

*Full Mutual Aid Channels Selection
Fallon County Channel Selection*

3. Coverage

A. Approximately what percentage of your jurisdictional area is adequately covered?

95%

B. How acceptable is that coverage?

Very.

C. If unacceptable, why (Severe terrain, Gaps, Antenna Patterns, In-building Problems, etc.)?

Not answered.



D. If acceptable, would an improvement still be desired? Why?

Yes, more coverage is always good.

E. Do you have mobile-to-mobile coverage countywide? If not, do you need it?

Yes.

4. Current Loading

A. Number of Mobile Units:

0

B. Number of Portable Unit:

2

5. Any units currently P25 capable/enabled? Which ones?

No.

6. Dispatch

A. How is dispatch conducted?

Through Baker Dispatch Center.

B. From where?

Baker

C. Hardware Used?

Don't know.

D. Number of Positions?

2

E. Adequate? If not, why? How could it be improved?

Yes.

7. Sharing of System

A. Is your system currently being shared?

Yes

B. Which parts and with whom?

Various Fallon County Agencies.

8. What is good about your current system?

It is very effective.

9. What are the issues, problems, or challenges with your current system not already covered above?

No P25 compatibility.

10. What other agencies do you need to communicate with?

A. On a day-to-day (administrative) basis:

Baker Dispatch.

B. On an emergency basis:

All Fallon County Agencies and Mutual aid partners.

11. Please describe your radio communications during typical day-to-day (administrative) activities and during emergencies.

Weather updates from dispatch.

12. List, in priority order, up to five (5) communications improvements needed from initial dispatch to call completion.

- 1. More radio operations training for first responders. There are many models of radios but no training available for most.*
- 2. Navigational aids for first responders.*
- 3. Project 25 equipment for all agencies.*
- 4.*
- 5.*



13. List, in priority order, up to five (5) factors that will be critical to future radio system in your county, city, or area of jurisdiction.

- 1. Continued adequate funding source to ensure operations, maintenance, and upgrades of the entire system.*
- 2. Enhanced radio/communications training.*
- 3. Nextel-like service in the future for first responders.*
- 4.*
- 5.*

14. Please use this space to add any items or comments which you would like to make that have not been covered above.

Not answered.



Fallon Medical Complex Information

The following letter was received from Michelle Hanson, RN, of the Fallon Medical Complex.

Mr. Lavender

Here is a list of Rural Hospitals and their systems for Ambulance alert that you requested from me.

1. Sidney Health Care Center (406) 488-2100

Base radio. Nurses carried pagers, and also had a RED phone that dispatch would call and both ring continually until answered. There is a phone located in ER, Med/Surg, and Trauma.

Spoke to Nurse Twila.

2. McCone County Health Center, Circle MT (406) 485-3381

Base Radio. Dispatch calls when ambulance is called out, and ambulance garage is next door to hospital.

Spoke to Nurse Angie.

3. Dahl Memorial, Ekalaka, MT (406) 775-8730

Has base radio at nurse's station. Ambulance occasionally calls if there is a bad trauma. 1 Nurse, 1 C.N.A. on duty.

Spoke with Nurse Patty.

4. Prairie Community Medical Assistance Facility, Terry, MT (406) 635-5511

Has a base radio. Ambulance generally calls on way to scene.

Spoke to Nurse Janice.

5. Roundup Memorial Hospital (406) 323-2301

Has a base radio. Sheriff's department always calls report. If the Nurses/hospital don't pick up after two attempts, loud high tones are played until answered.

Spoke to Nurse Tana.



6. Rosebud Health Care Center, Forsyth, MT (406) 346-2161

Have a base radio. Nurses carry pager.

Spoke to Nurse Mindy.

7. Pioneer Medical Center, Big Timber, MT (406) 932-4603

Base radio. Dispatch calls when ambulance dispatched, and Nurses carry pager. Pager not only beeps, but delivers messages also. Two Nurses and two C.N.A.s on duty.

Spoke with Nurse Betty.

8. Still Water Community Hospital, Columbus, MT (406) 322-5316

Has a base radio. Have an Ambulance beeper that is Fire/Ambulance/City Police all on the same radio. Can change beeper to select if you want just the page from dispatch, or switch to monitor if want to hear all the information. Suggested getting an old beeper from Ambulance crew, says it has made a world of difference in continuity of care there. Pam is part of the Volunteer Ambulance and a Nurse. If we need more ideas on how they developed everything she would be more than willing to help out or contact Rich Calger.

9. Sheridan Memorial Hospital, Plentywood, MT (406) 765-1420

Have a base radio. The radio keeps repeating until picked up. Dispatch has called a few times. There is one Nurse and a C.N.A. on duty.

Spoke to Nurse Marty.

10. Northeast MT Health Services, Wolf Point, MT (406) 653-6500

Base radio with a Ward Clerk at the desk 24/7. Also the Ambulance Garage is located in the Hospital so they see them leaving. Someone is always listening to the radio to alert the Nurse of incoming ambulance.

Overall it seems that either beepers/pagers, having someone near the radio 24/7, i.e. Ward Clerk/C.N.A. or a simple call from Dispatch are the most common ways for other hospitals to be alerted. Ambulance Alert is of the utmost importance for continuity of care for our communities. Due to varying census in most Hospitals the ideal way would be to have a beeper/pager to alert the nurses to outgoing Ambulances. Together through teamwork and great communication our Patients would have better results. I hope you find this information beneficial for the Phase of ETIC. Thank you for your time.

Sincerely,



Michelle Hanson, RN
Fallon Medical Complex
Box 820
Baker, MT 59313

4.1.7.3 County Concerns or Issues

1. Communications Improvements

The following pie chart depicts the communications improvements desired by the responding stakeholders in this county:

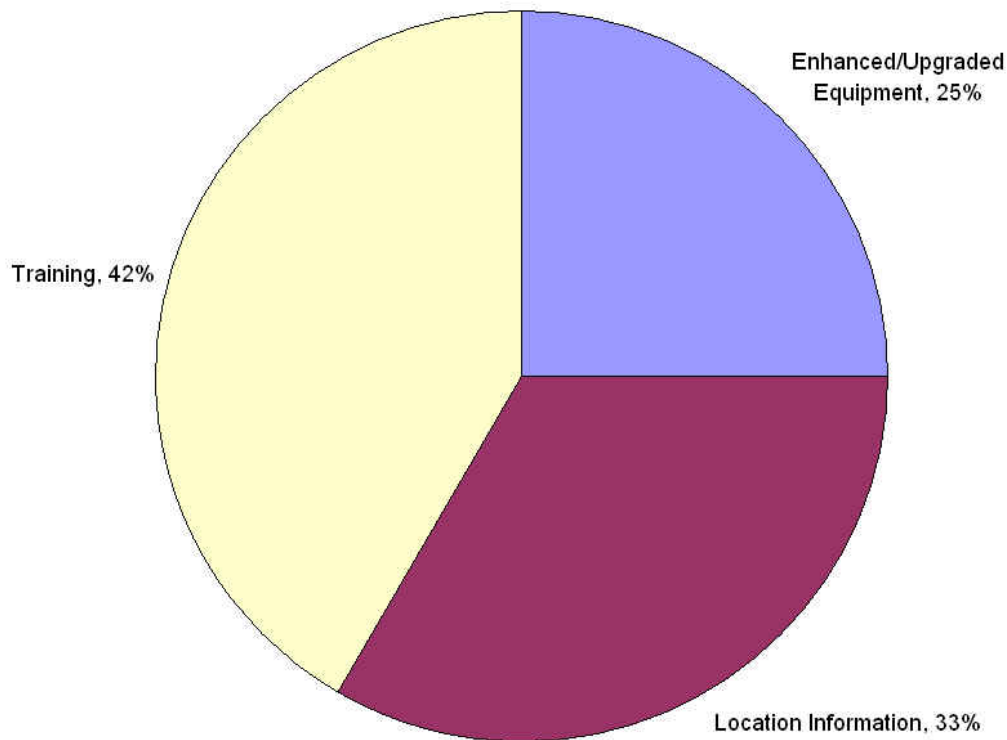


Figure 14 – Communications Improvements, Fallon County

How to read this chart:

Stakeholders were asked to list, in priority order, the top five communications improvements they would like to see. Those items ranked higher were given a higher point value than those ranked lower. A percentage was then calculated. If the chart contains less than five “wedges,” this means the stakeholders did not list the full five possible items.

2. Success Factors

The following chart depicts the success factors considered critical by the responding stakeholders in this county in order for the Eastern Tier radio project to be successful.

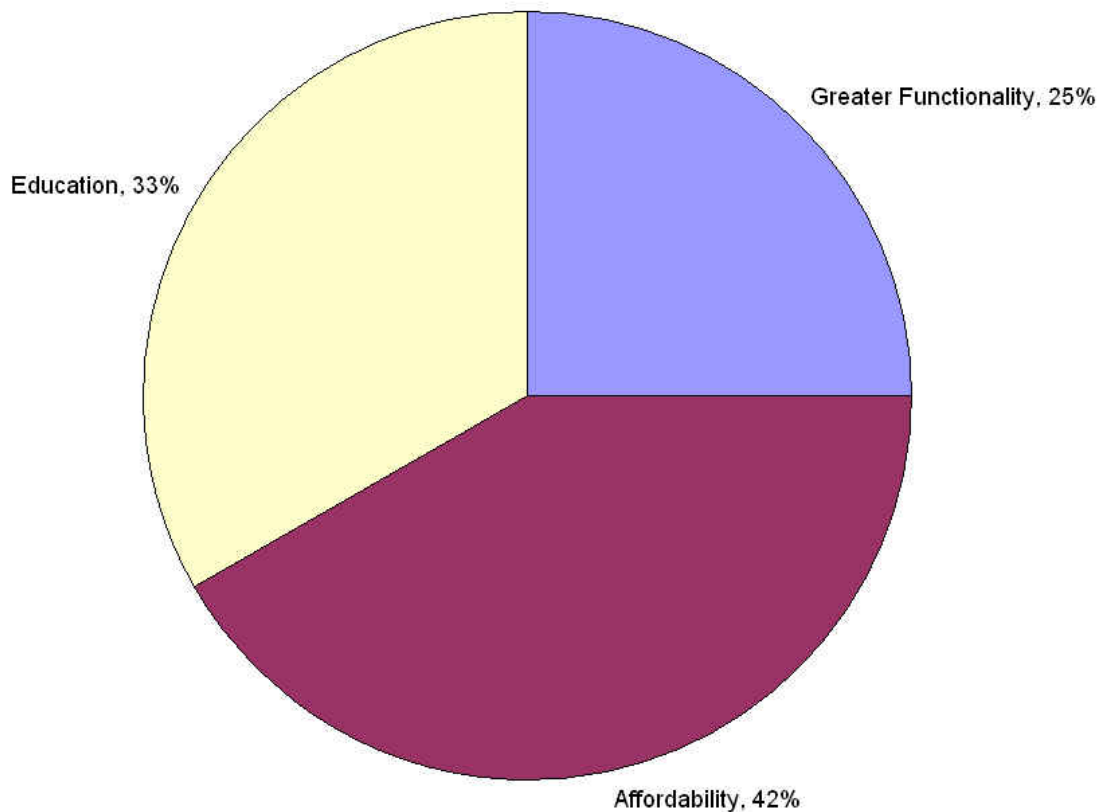


Figure 15 – Critical Success Factors, Fallon County

How to read this chart:

Stakeholders were asked to list, in priority order, the top five factors they felt were most necessary for the Eastern Tier radio project to be successful. Those items ranked higher were given a higher point value than those ranked lower, in order to give higher-ranked items more weight. A percentage for each item was then calculated. If the chart contains less than five items (“wedges”), this indicates the stakeholders did not list the full five possible items.

Some of the same items often appear in both the communications improvements chart and the critical success factors chart. This indicates that these items are very important to the stakeholders.



3. Major Dead Spots

No dead spots were specifically identified for Fallon County. The nurses at Fallon Medical Complex Hospital did note that they often cannot talk to incoming ambulances.